



## Motion No. M2021-57

### Contract Modification for the Information Technology Temporary Staffing Services

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience & Operations Committee	10/07/2021	Final action	Jason Weiss, Chief Information Officer <b>Paula Mendoza, Deputy Director, IT Project and Business Services Management Office</b>

### Proposed action

Authorizes the chief executive officer to (1) increase aggregate amount for on-call temporary staffing service contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., in the amount of \$3,000,000 for a new total authorized aggregate contract amount not to exceed \$13,000,000, and (2) execute contract modifications with the above firms for any contracts that exceed \$2,000,000 provided that the aggregate total of all the contracts does not exceed \$13,000,000.

### Key features summary

- This action provides funding to cover the expanded use of Information Technology (IT) Temporary Services for key Agency programs and Information Technology projects including System Expansion, Passenger Information Management System (PIMS), Network Upgrade and Next Gen ORCA through 2023.
- The contracts support IT's needs for skilled technical workers for needs such as software development, network administration, software administration, project management, and other temporary backfill as applicable.
- This action will fund the two option years within the contract scope, through May 2023. At the current level of utilization, there were insufficient contract funding to cover the option years, existing funds expired in May 2021.
- The request for an additional \$3,000,000 would provide between 20 to 25 temporary staff for 2022 through 2023 to support IT services to Systems Expansion, PIMS, and other temporary staffing needs due to turnover and project demands.
- This action would allow Sound Transit to continue work and minimize interruptions to temporary labor resources assigned to Agency programs and Information Technology projects. The amount requested is expected to cover IT temporary staffing needs through May 2023, the end of the contract period.
- Sound Transit currently has contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., who are the providers of on-call IT temporary staffing services. This action will allow contract modifications to these contracts so long as the aggregate amount does not exceed \$13,000,000.

## **Background**

The use of IT temporary staffing services ensures that IT management staff have the ability to quickly acquire skilled resources needed to address temporary workload demands and, when necessary, to backfill vacant positions until they can be permanently filled. Due to the nature of the technology job market in the Seattle area, it can take longer to find qualified staff to fill permanent backfill roles. The ability to account for that delay and quickly staff for projects and backfill ensures consistent service and project delivery to customers.

To ensure Sound Transit's use of temporary workers complies with applicable employment regulations, Sound Transit IT will continue to adhere to the adopted guidelines set by Human Resources regarding the acquisition and use of temporary workers, including length of assignments and conditions. Managers are responsible for managing workloads and temporary worker usage.

Backfill roles have included IT Client Services Technicians, IT Systems Administrators, Database Administrators, Microsoft Access Developers, Web Developers, Network Engineers, Project Managers and other skillsets as required to ensure consistent Agency support.

When seeking temporary services for the IT Department, Sound Transit contacts all of the firms that were awarded a contract under this procurement with a description of the service that needs to be fulfilled. Sound Transit then reviews the candidates submitted by each firm and selects the candidate(s) that best fit Sound Transit's needs. The award of a contract under this pool does not create any guarantee or obligation on the part of Sound Transit to provide any minimum amount of work to the firms.

The IT Department forecasts a continued need for temporary workers for varying periods of time from one day to no more than twelve months (equivalent of 2,080 hours). As determined and directed by the IT Department, the contracted vendors will furnish skilled temporary contract workers to perform various technical services for Sound Transit. Temporary staff rates vary by roles and cost between \$80,000 to \$250,000 per year.

As additional IT projects to support the growth of operations are approved by the agency, temporary staffing needs for project work have increased. Additionally, typical staff turnover in the technology space requires that IT utilize temporary staff to ensure continuity of operations.

Staff will return in 2023 for approval of a new IT temporary staffing services contract.

## **Procurement information**

Prior to issuing the solicitation for these services, Sound Transit considered the project scope, the determining factors for contract award, and the need for proposal discussions and revisions, and determined that a Request for Proposals procurement method was the most advantageous.

Sound Transit advertised Request for Proposals No. RTA/RP 0182-17 on November 22, 2017. Proposals were submitted by 62 firms. The proposals were evaluated based on the advertised evaluation criteria including quality of sample candidates and recruitment approach; firm experience and history; price; knowledge and experience of key individuals; outreach efforts and commitment to small businesses and DBEs; and commitment to and compliance with equal opportunity employment law. The evaluation panel determined an initial competitive range of 12 firms and a secondary competitive range consisting of 10 firms. Revised proposals were requested from the secondary competitive range from which four offers were determined to be the most advantageous to Sound Transit.

RP 0182-17 multiple award contract has exercised its first of two, one-year options available in the contract. In April 2021, prior to the option exercise, Sound Transit worked equally with all four consultants to negotiate reduced mark-up rates for any rates greater than 50 percent. All mark-up rates

greater than 50 percent were successfully reduced by 8 to 15 percent. The negotiated rates remain fair and reasonable.

## **Fiscal information**

This on-call contract will be used for Information Technology department and Information Technology managed projects. The temporary staff services described in this action will be assigned on an as-needed basis after available budget is verified. Since the proposed services will be assigned on an as-needed basis, the distribution of cost will be determined as the task orders are executed.

## **Disadvantaged and small business participation**

### **Participation by small businesses and disadvantaged business enterprises (DBEs)**

Sound Transit promotes and encourages small business participation, which also includes disadvantaged business enterprises (DBEs). Small business and DBE goals are based upon an examination of subcontracting opportunities contained in the work of this contract and the number of small businesses/DBEs available to perform such subcontracting work.

Sound Transit determined that there were few small business and DBE subcontracting opportunities based upon the work described in this contract, so small business/DBE goals were not established.

## **Public involvement**

Not applicable to this action.

## **Time constraints**

A one-month delay would not create a significant impact to the impacted project schedules.

## **Prior Board/Committee actions**

Motion No. M2018-59: Authorized the chief executive officer to (1) execute contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., to provide on-call temporary staffing services in an aggregate amount not to exceed \$10,000,000, with each contract having an initial term of three years with two one-year options to extend, and (2) execute individual contracts with the above firms that exceed \$200,000 provided that the aggregate total of all the contracts does not exceed \$10,000,000.

---

**Environmental review** – KH 9/22/21

**Legal review** – AJP 10/4/21



## Motion No. M2021-57

A motion of the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority authorizing the chief executive officer to (1) increase aggregate amount for on-call temporary staffing service contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., in the amount of \$3,000,000 for a new total authorized aggregate contract amount not to exceed \$13,000,000, and (2) execute contract modifications with the above firms for any contracts that exceed \$2,000,000 provided that the aggregate total of all the contracts does not exceed \$13,000,000.

### Background

The use of IT temporary staffing services ensures that IT management staff have the ability to quickly acquire skilled resources needed to address temporary workload demands and, when necessary, to backfill vacant positions until they can be permanently filled. Due to the nature of the technology job market in the Seattle area, it can take longer to find qualified staff to fill permanent backfill roles. The ability to account for that delay and quickly staff for projects and backfill ensures consistent service and project delivery to customers.

To ensure Sound Transit's use of temporary workers complies with applicable employment regulations, Sound Transit IT will continue to adhere to the adopted guidelines set by Human Resources regarding the acquisition and use of temporary workers, including length of assignments and conditions. Managers are responsible for managing workloads and temporary worker usage.

Backfill roles have included IT Client Services Technicians, IT Systems Administrators, Database Administrators, Microsoft Access Developers, Web Developers, Network Engineers, Project Managers and other skillsets as required to ensure consistent Agency support.

When seeking temporary services for the IT Department, Sound Transit contacts all of the firms that were awarded a contract under this procurement with a description of the service that needs to be fulfilled. Sound Transit then reviews the candidates submitted by each firm and selects the candidate(s) that best fit Sound Transit's needs. The award of a contract under this pool does not create any guarantee or obligation on the part of Sound Transit to provide any minimum amount of work to the firms.

The IT Department forecasts a continued need for temporary workers for varying periods of time from one day to no more than twelve months (equivalent of 2,080 hours). As determined and directed by the IT Department, the contracted vendors will furnish skilled temporary contract workers to perform various technical services for Sound Transit. Temporary staff rates vary by roles and cost between \$80,000 to \$250,000 per year.

As additional IT projects to support the growth of operations are approved by the agency, temporary staffing needs for project work have increased. Additionally, typical staff turnover in the technology space requires that IT utilize temporary staff to ensure continuity of operations.

Staff will return in 2023 for approval of a new IT temporary staffing services contract.

This action provides funding to cover the expanded use of Information Technology (IT) Temporary Services for key Agency programs and Information Technology projects including System Expansion, Passenger Information Management System (PIMS), Network Upgrade and Next Gen ORCA through 2023.

The contracts support IT's needs for skilled technical workers for needs such as software development, network administration, software administration, project management, and other temporary backfill as applicable.

This action will fund the two option years within the contract scope, through May 2023. At the current level of utilization, there were insufficient contract funding to cover the option years, existing funds expired in May 2021.

The request for an additional \$3,000,000 would provide between 20 to 25 temporary staff for 2022 through 2023 to support IT services to Systems Expansion, PIMS, and other temporary staffing needs due to turnover and project demands.

This action would allow Sound Transit to continue work and minimize interruptions to temporary labor resources assigned to Agency programs and Information Technology projects. The amount requested is expected to cover IT temporary staffing needs through May 2023, the end of the contract period.

Sound Transit currently has contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., who are the providers of on-call IT temporary staffing services. This action will allow contract modifications to these contracts so long as the aggregate amount does not exceed \$13,000,000.

## Motion

It is hereby moved by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to (1) increase aggregate amount for on-call temporary staffing service contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., in the amount of \$3,000,000 for a new total authorized aggregate contract amount not to exceed \$13,000,000, and (2) execute contract modifications with the above firms for any contracts that exceed \$2,000,000 provided that the aggregate total of all the contracts does not exceed \$13,000,000.

APPROVED by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on October 7, 2021.

  
\_\_\_\_\_  
Paul Roberts  
Rider Experience and Operations Chair

### Attest:

  
\_\_\_\_\_  
Kathryn Flores  
Board Administrator